



USAID | JORDAN

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72027822R10004

ISSUANCE DATE: February 13, 2022

CLOSING DATE/TIME: February 26, 2022
11:59 p.m. Amman local time

SUBJECT: Solicitation for a **Cooperating Country National Personal Service Contractor (CCN PSC - Local Compensation Plan)**

Dear Prospective Applicants:

The United States Government, represented by the U.S. Agency for International Development (USAID) in Amman Jordan, is seeking applications from qualified individuals to provide personal services under contract as described in this solicitation.

Applications must be in accordance with **Sections I through VIII** of this solicitation. Incomplete or unsigned applications will not be considered. Applicants should retain copies of all application materials for their records.

This solicitation in no way obligates USAID/Jordan to award a Personal Services Contract (PSC) nor does it commit USAID/Jordan to pay any cost incurred in the preparation and submission of the applications.

Any questions must be directed in writing to the Point of Contact specified in point 10 Section I General Information.

Sincerely,

Cynthia Rogers

Digitally signed by Cynthia Rogers
Date: 2022.02.08 12:59:32 +02'00'

Cynthia B. Rogers
Contracting Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NUMBER:** 72027822R10004
- 2. OPEN TO:** All Interested Jordanian Citizens
- 3. ISSUANCE DATE:** February 13, 2022
- 4. CLOSING DATE/TIME:** February 26, 2022 11:59 p.m. Amman Local Time
- 5. POSITION TITLE:** Computer Management Assistant- Executive Office
- 6. PERIOD OF PERFORMANCE:** Employment under this contract is of a continuing nature. Its Duration is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of this contract shall apply. The contract will be for a base period (between one to three years) and based on the Agency needs, the Contracting Officer may exercise (an) additional option period(s). If the U.S. Government exercises this option, the total duration of this contract, including the exercise of any options, shall not exceed five (5) years.
- 7. MARKET VALUE (SALARY PER ANNUM):** **JOD 17,452–JOD 28,801 Equivalent to Grade FSN-09.** *In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Jordan. Final compensation will be negotiated within the listed market value (Salary).*
- 8. PLACE OF PERFORMANCE:** Amman, Jordan
- 9. SECURITY LEVEL REQUIRED:** Facilities Access/Employment Authorization
- 10. POINT OF CONTACT:** All questions should be directed to:
ammanresumesusaid@usaid.gov

11. STATEMENT OF DUTIES

USAID/Jordan has an immediate vacancy for a Computer Management Assistant at the Executive Office (EXO) Office. The work schedule is 40 hours per week and the workweek is Sunday-Thursday.

The Computer Management Assistant is responsible for assisting in the management of computer systems and automated programs. The Job Holder is involved in the day-to-day operations, development, installation, repair, maintenance, support and management of Windows, personal computer/local area network (PC/LAN) and PC hardware, software, peripherals, accessories, and automation. The Job Holder is responsible for the development, installation, operation, and maintenance of the Mission's network and desktop installations. The work involves providing management advisory services, user support and training. The Job Holder is expected to develop, implement and manage computer-training program on different applications. The Job Holder provides USAID/Jordan Information Technology (IT) systems and application support to users on all Mission offices. Application support incorporates the use and refinement of hardware, software and user expertise in mission standard applications.

The Job Holder works under the supervision of the Computer Management Specialist. Performs systems development and maintenance of applications related to the operations of the division

Major Duties and Responsibilities:

Systems Support, User Support and Troubleshooting

The Job Holder will serve as the primary contact for computer desktops, laptop, network printers, iPads and iPhones setup and configurations. S/he will configure and repair mobile communication devices (iPhones, laptops, iPads, etc) to staff based on clearly defined needs for an employee to have access to telephone and/or data services for official business during or after working hours and while on official travel. The Job Holder will report all diagnosed hardware problems and the nature of them to the Systems Manager, keeping a detailed maintenance log that monitors equipment down time, turnaround time from repair, and which components fail most and why. The Job Holder is responsible for scheduling preventative maintenance and cleaning of all network equipment. The Job Holder must be vigilant about internet services availability, and the security and integrity of the network.

The Job Holder must have the ability to find a solution in a timely manner to issues with the devices. If the Job Holder is unable to solve the problem independently, she/he will immediately report it to the Computer Management Specialist and the Systems Manager to jointly devise a strategy to address the issue, which could include contacting the CIO help desk. S/he will also serve as the primary point of contact for external storage devices (such as but not limited to CDs and USB devices) and laptops brought in by visitors into the Mission, scanning them for vulnerabilities before being used in the Mission.

S/he assists in planning and scheduling adequate technical support for all systems, outlining preventive maintenance in a quarterly basis. S/he shall install, upgrade, and maintain a wide assortment of commercial, locally developed, and USAID web based applications updated as well as continuous follow-up on service patches based on CIO approval to guarantee that these are installed accurately and in a timely manner. S/he will provide software support services designed to maximize automated data processing systems usage and increase office productivity in the usage of services. The Job Holder will be requested to provide technical assistance on-site and off-site, software installation and reinstallation, update and fixes, recovery of operating systems, software, hardware or software problem isolation, identification and resolution. The Job Holder will provide technical support for Video Teleconferencing (VTC) services, AIDConnect, and Cisco Jabber. The Job Holder must maintain Anti-virus software up-to-date and shall diagnose and report unexpected problems when these arise.

The Job Holder shall provide professional technical guidance to Mission users on how to use commercial corporate applications and carry out end-user training in the operation of core applications such as Cloud Technologies, MS Office Suite, Gmail, etc. as well as support users on the use of the Microsoft Office Suite and all other software that are used in the Mission.

Local Area Network (LAN) Support

Performs LAN administration routines such as adding/removing users, support of Windows 2012 servers, PC/LAN and PC hardware, software, applications, peripherals (workstations, printers, scanners, tapes and disk drives, optical character recognition (OCR) and CD-ROM readers, etc.), data communication equipment (server, router, bridge, cards or controller and LAN wiring, etc.), accessories and auxiliary equipment (central UPS, small to medium UPSs, etc.) and user management. Sets up user's access rights to system files and software applications in the Windows file and print server. Carries out the installation and setup of new equipment in a PC-LAN network which includes setup of network devices, applying mission standard operating system image, configure desktops and procedures.

Job Holder manages network resources for Windows such as accessing the print services and print queues; ensures that USAID Information Systems Security Officer (ISSO) security guidelines are being followed and patches/hotfixes are applied immediately when vulnerabilities are reported. Antivirus software is updated promptly on the LAN and the workstations and oversees that software copyright laws are strictly followed in the Mission. The Job Holder takes the responsibility to perform the job of the Systems Administrator (SA) of secured systems.

Responsible for Maintaining iPhone software and security. Job Holder also carries out activities relating to the various telecommunications links of the USAID network.

System Development, Maintenance and Implementation

Job Holder is responsible for ensuring all authorized United States Government (USG) programs are being used in the Mission along with applications to be developed and maintained for the better work flow in the Mission. Develops an information system to prioritize and schedule the implementation of all possible and planned information systems. Writes the basis for such prioritizing and discusses it with the Computer Management Specialist. In consultation with the Computer Management Specialist performs periodic housekeeping activities required on PC/LAN servers to remove unnecessary files, release unused disk space, re-organize databases, delete outdated mails, archive inactive documents, etc. with the ultimate goal of balancing workload, minimize system degradation, improve system performance, data integrity and maximum utilization of disk space.

S/he must install and maintain the network software updated on servers and official personal computers (PCs), upgrade new software releases, optimize network performance, and maintain backup copies of server data to prevent accidental loss. The Job Holder will also troubleshoot PC issues, network switches, intrusion detection devices, fire suppression system, and communication devices that enable the mission to connect mission-wide and to the wireless network. S/he will supervise the preventive maintenance of all network equipment as requested by the equipment vendors to all network devices. S/he will maintain system images and antivirus software on servers and users' desktops updated. S/he will manage network resources for Windows, including access to printers and print queues, verifying patches/hotfixes and anti-virus software to servers and workstations are applied in compliance with USAID ISSO Security Guidelines. The Job Holder must ensure that software copyright laws are strictly followed in the mission

Management support, coordination and administrative functions

This position is responsible for setting up multimedia equipment as per the request from different offices within the office building as well as in outside locations. This includes setting up laptop, speakers and multimedia projectors and microphone and audio/video. Job Holder is responsible for uploading and maintaining documents for mission use on shared drives, mission intranet and other mediums.

The Job Holder shall maintain and regularly update the database of the inventory of all network hardware and assignment for proper use and distribution/assignment. S/he will monitor the network equipment that is stored in an outside alternate storage to ensure that the equipment will be operational in case of a Mission disaster. The Job Holder regularly updates the Mission inventory of automation hardware, software, peripherals, and auxiliary equipment. Job Holder manages the automation facilities implementing time-in and time- out log, pull-out and return log, spare parts control and issuance, physical security, cleanliness, non-smoking and other administrative policies applicable.

The Job Holder will receive, inspect, and record all equipment deliveries, warranty claims, short shipment claims, out-of-office or out of country repairs, inter-office transfers, and disposal, regularly updating the Mission IT inventory of hardware, software, peripherals, and auxiliary equipment.

The Job Holder will manage the IT equipment that is being lent, control, issuance and record. The Job Holder will be in charge of Personal Recovery kits that are assigned to all Mission travelers to the field or dangerous areas, keeping the equipment in optimum conditions.

Supervisory Relationship

The Job Holder will be directly supervised by the Computer Management Specialist – System Manager and/or to his/her designee.

Supervisory Controls

Supervision of other staff is not contemplated.

Other significant Factors

The contractor is eligible for temporary duty (TDY) travel to the U.S., or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

12. PHYSICAL DEMANDS

The Job Holder must have demonstrated strength to personally lift and move heavy objects weighing up to fifty (50) pounds on a regular basis.

13. AREA OF CONSIDERATION

To meet basic eligibility requirements, the applicant must be a Jordanian Citizen and must submit a complete application as outlined in the section titled APPLYING. The selected applicant is required to undergo and successfully pass a medical and security clearances, and be eligible to complete a 12 month contract. This process takes, on average, up to nine months. The selected applicant must be able to begin working within a reasonable period (60 days).

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Applications will be initially screened for eligibility in accordance with the qualification criteria below. Applicants must address each criterion in their application in order to meet the below minimum qualifications for this position.

- a. **Education:** A bachelor's degree in one of the following fields is required: information technology, computer science, cyber security, computer engineering, management information systems, Computer Information systems. **Supporting documentation (i.e. copy of bachelor's degree must be included in the application for eligibility purposes).**
- b. **Prior Work Experience:** Job Holder must have a minimum of three (3) years of progressively responsible technical experience in the field of information technology LAN/wide area network (WAN) management in large computer operations. Experience should include but is not limited to, iPhone iPads software support ,maintenance and troubleshooting, network installation and support, operation and support of IT-related equipment, programs and systems management. Experience with Windows systems and Google Workplace, as well as peripherals management to include printers, scanners, digital senders and modems is required.
- c. **Language Proficiency:** Level IV (fluent) English and Arabic proficiency for both oral and written communication is required. At Level IV, an employee is required to possess a high degree of proficiency in both written and spoken English, including the ability to translate the host country language into precise and correct English, and English into the applicable foreign language. On occasion, an employee at this level might be expected to act as an interpreter in situations where

considerable importance attaches to proper word meaning. English proficiency will be tested. A minimum score of 785 on the TOEIC exam (Listening & Reading components only) or 590 is for the TOEFL ITP exam or 96 for the TOEFL iBT are acceptable. Examination scores must have been recorded within the last five years; or else, candidates will be tested again.

- d. Skills and abilities:** The Job Holder must have demonstrated knowledge in IT systems implementation and support, networks (LAN/WAN), computer hardware support, and internet/intranet connectivity. The Job Holder must have excellent communications skills. The Job Holder must have excellent analytical, judgment, management, organization, on and teamwork skills. The Job Holder must demonstrate a high level of accuracy, attention to details, punctuality, and time management. The Job Holder must maintain excellent working relationships and must have excellent customer service standards, demonstrate excellent interpersonal skills and demonstrated ability to operate in a high-functioning team. The Job Holder must demonstrate a high level of professionalism in attitude and appearance as s/he will represent the United States Government when dealing and meeting with vendors and service providers. The Job Holder must have demonstrated time management skills to ensure work objectives for section are attained. The Job Holder must have the ability to handle stress and competing demands in order to complete work in a timely manner. The Job Holder must be able to continuously monitor own work to ensure quality. The Job Holder must possess a valid driver's license for Jordan, level 3 minimum with no accidents of consequence, and must have demonstrated Mobility and dexterity sufficient to drive a vehicle, perform mail duties, and function in a typical office environment .The Job Holder must have demonstrated flexibility to regularly work and provide support to customers during working hours, after working hours, holidays, and weekends.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with applicants in accordance with [FAR 52.215-1](#). The CO reserves the right at any point in the evaluation process to establish a competitive range of applicants with whom negotiations will be conducted pursuant to [FAR 15.306\(c\)](#). In accordance with [FAR 52.215-1](#), if the CO determines that the number of applications that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of applicants in the competitive range to the greatest number that will permit an efficient competition among the most highly rated applications. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

Applicants who do not meet the minimum education and experience requirement will not be contacted. Applicants who meet the minimum education and experience requirement will be further evaluated based on the evaluation criteria mentioned below:

- a. Prior work experience: 30%
- b. Language Proficiency: 20%
- c. Skills and abilities: 50%

At each step of the process, the Contracting Officer may establish a competitive range. Only top-ranked applicants will be given an English test (TOEIC). Applicants with passing TOEIC scores may be further assessed and only top-ranked applicants may be given a written skills technical test, to further assess the candidates qualifications of any of the evaluation criteria listed above as well as written English skills. Testing will be conducted in Amman, Jordan. Only the top-ranked applicants from the written skills test will be invited for an interview. USAID/Jordan Human Resources Office will conduct reference checks on top-ranked applicants. USAID/Jordan may use reference information obtained from other than the sources identified by the applicant and solicit additional information from

references provided if the Contracting Officer finds the existing information to be insufficient for evaluating an applicant's performance.

USAID will screen for nepotism/conflict of interest in determining successful candidacy. Internal employees must have completed 52 weeks of employment in their current position before being eligible to apply. If an internal employee's Human Resources Officer approved a waiver, the waiver must be included in the application package for eligibility purposes.

IV. SUBMITTING AN APPLICATION (APPLYING)

To ensure consideration of application for the intended position, applicants must prominently reference the solicitation number in the application submission. Eligible applicants are required to complete and submit the following as a complete application package:

- a. A current curriculum vitae that includes the National Jordanian ID number.*
- b. Copy of the Jordanian National ID and/or Jordanian Passport.*
- c. Copies of educational certification for eligibility purposes (English or Arabic). *
- d. Per Government of Jordan - Defense Order number 35, COVID-19 Vaccination Proof.*
- e. A copy of Level 3 valid driver's license for Jordan. *
- f. Filled and signed Universal Application for Employment (DS-0174).

***Failure to submit items a through e will mark your package incomplete and will eliminate your application from the recruitment process even if you were qualified.**

Applications must be received by the closing date and time specified in Section I, item 4, and submitted to the ammanresumesusaid@usaid.gov. Application forms can be accessed from the Embassy website: <https://jo.usembassy.gov/embassy/jobs/>

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the Contracting Officer (CO) or his/her designee informs the successful applicant about being selected for a contract award, the CO or his/her designee will provide the successful applicant with instructions on how to complete and submit the required documents related to mandatory medical and security clearances.

Failure of the selected applicant to accurately complete and submit required documents in a timely manner may be grounds for the CO to rescind any conditional pre-contract salary offer letter and begin negotiations with the next most qualified/highest ranked applicant.

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a CCNPSC is normally authorized the following benefits and allowances:

- Basic Salary within the advertised market value
- Transportation & Miscellaneous Allowances
- 13th & 14th Month Bonuses
- Subscription to the Jordanian Social Security
- Subscription to the Mission's Provident Fund Program
- Medical Insurance (Employee & Family)
- Life Insurance (Employee only)

Funds for Social Security, retirement, pension, vacation or other cooperating country programs as required by local law shall be deducted and withheld in accordance with laws and regulations and rulings of the cooperating country or any agreement concerning such withholding entered into between the cooperating government and the United States Government.

VII. Taxes

Based on Department of State policies and regulations, the U.S. Mission cannot either withhold income tax deductions for Jordanian Locally Employed Staff. LE Staff employees are obliged to observe the laws and regulations of the Jordanian Government. Employees are encouraged to file their income tax in a timely manner.

VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing **CCN and TCN PSC** awards are available at these sources:

1. **USAID Acquisition Regulation (AIDAR), Appendix J**, “Direct USAID Contracts with a Cooperating Country National and with a Third Country National for Personal Services Abroad,” including **contract clause “General Provisions,”** available at <https://www.usaid.gov/ads/policy/300/aidar>
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>.
3. Acquisition & Assistance Policy Directives/Contract Information Bulletins (**AAPDs/CIBs**) for Cooperating Country National Personal Services Contracts (CCNPSC) available at <http://www.usaid.gov/work-usaid/aapds-cibs>.
4. **Ethical Conduct.** By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “**Standards of Ethical Conduct for Employees of the Executive Branch,**” available from the U.S. Office of Government Ethics, in accordance with **General Provision 2 and 5 CFR 2635.** See <https://www.oge.gov/web/oge/nsf/OGE%20Regulations>.
5. **PSC Ombudsman**

The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the agency. Please visit our page for additional information:

<https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.

The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov